1	2	3	4
3.	Bihar	440	1309
4.	Jharkhand	83	613
5.	Gujarat	56	122
6.	Himachal Pradesh	24	121
7.	Jammu and Kashmir	6	29
8.	Karnataka	57	199
9.	Kerala	87	48
10.	Madhya Pradesh	72	433
11.	Chhattisgarh	113	478
12.	Maharashtra	71	170
13.	North East-I	21	95
14.	North East-II	11	61
15.	Orissa	177	925
16.	Rajasthan	38	132
17.	Tamil Nadu	40	234
18.	Uttar Pradesh (E)	181	1056
19.	Uttar Pradesh (W)	80	417
20.	Uttaranchal	85	493
21.	West Bengal	125	804
	TOTAL:	1860	8191

Functioning of Telephone Advisory Committees

3571. SHRI NANDI YELLAIAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state :

(a) the details of the powers, responsibilities and functioning of the Telephone Advisory Committee Members;

(b) whether there are regular monitoring cells to review the complaints received from the subscribers every month and the action taken by his Ministry for covering all the telephone exchanges under its control;

(c) if so, the details thereof;

(d) if not, the reasons for not creating such monitoring cells;

(e) whether Government would make it mandatory to convene the Telephone Advisory Committee meetings at least once in a month in order to enable the Committees to function effectively; and

(f) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRIMATI SUMITRA MAHAJAN) : (a) A Telephone Advisory Committee (TAC) is constituted for a period of 2 years from the date of constitution under the Chairmanship of Area General Manager/Head of Secondary Switching Area. All the Hon'ble Members of Parliament (MPs) are nominated as members of one or the other TAC by virtue of their office. All the Hon'ble MPs have also been granted co-chairmanship status for attending TAC meetings. The functions of a TAC are to discuss methods to bring the telephone using public and the Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL) into closer relationship. Further, a TAC also functions as a mechanism to give confidence to the public that their grievances are being properly represented as well as attended to.

(b) and (c) Yes, Sir. At present 432 Public Grievances Cells are operating all over the country covering all the telephone exchanges for effective and speedy redressal of public grievances. Officers have been nominated at Circle and Secondary Switching Area level for handling grievances.

(d) Not applicable in view of (b) and (c).

(e) and (f) No, Sir. At present at least two meetings of each TAC are required to be held every year preferably when the Parliament or the State Legislature is not in session. This provision is serving the objective of TAC reasonably well.